



**Request for Proposal Cover Sheet  
RFP for Debt Collection Services**

Scope of Work attached:

City of Bryant Water and Sewer Department-City of Bryant, (Bryant Water/Sewer), State of Arkansas, reserves the right to reject any or all proposals.

All questions concerning the scope of work should be addressed to Bob Joiner, Customer Service Supervisor, by email to [bjoiner@cityofbryant.com](mailto:bjoiner@cityofbryant.com)

\_\_\_\_\_  
Name of Firm: \_\_\_\_\_ Phone# \_\_\_\_\_

Tax Identification# \_\_\_\_\_

Business Address: \_\_\_\_\_

Signature of Authorized Person: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

Unsigned Cover Sheet Will Be Rejected

## REQUIREMENTS

All proposals must be submitted to: City of Bryant  
Attn: Michelle Milam  
Debt Collection Proposal  
210 SW 3rd Street  
Bryant, AR. 72022

All proposals must be received by October 21st, 2016 before 4:00pm

Proposals will be opened and evaluated from October 24th through October 27th, 2016. Evaluations will be based upon the ability of the proposer to meet or exceed the Scope of Work.

The Proposal most adequately and cost effectively meeting the needs of Bryant Water/Sewer will be awarded a 1-year contract for collection services with an option for three (3) additional 1-year renewal periods.

Upon award of the contract, Collection Services will begin November 1st, 2016

The Contractor must perform all collection services in compliance with the "Fair Collection Practices Act", "Federal Trade Commission" as well as State regulation and guidelines.

Bryant Water/Sewer expects to submit for collections, approximately \$30,000-50,000 in unpaid utility bills annually. All known information for each account will be submitted. Contractor shall provide updated information to Bryant Water/Sewer at least monthly on accounts submitted for collections. Bryant Water/Sewer will also provide Contractor with updated information as it is obtained on submitted accounts.

The contractor shall suspend action on any account submitted for collection by Bryant Water/Sewer upon receipt of written notification. Bryant Water/Sewer shall have the right to request the return of any for any reason.

Bryant Water/Sewer may, by written notice to Contractor, terminate contract in whole or in part at any time. Upon receipt of notice Contractor shall immediately discontinue all services unless the notice directs otherwise. Contractor will be compensated for all services performed prior to termination.

## SCOPE OF WORK

1. Contractor shall attempt to collect delinquent utility accounts for Bryant Water/Sewer.
2. Accounts will be submitted on a monthly basis after a 2 month in-house collection period.
3. Contractor must accept delinquent accounts in the amount of \$25 or more.
4. Contractor must send three (3) pre-collect letters to last known address over a period of not less than 30 days. 100% of monies collected during this 30-day period will be submitted to Bryant Water/Sewer. (no fees kept by contractor). If letter is returned undeliverable with no forwarding information, account will be removed from pre-collect and normal collection will begin.
5. Contractor must submit collected funds monthly with detailed reports of dollars collected.
6. Contractor must provide yearly statistical reports of dollars submitted vs. dollars collected.
7. Contractor may NOT apply fees or interest to accounts for collection.
8. Contractor may enter into litigation to collect accounts. Written documentation of such must be provided to Bryant Water/Sewer and must be signed by either the Customer Service Supervisor or the Public Works Director.
9. Contractor is expected to work with and maintain relationship with other utility providers in order to expedite collection efforts.
10. Contractor shall file and maintain necessary documents with Bankruptcy Courts/Attorneys.

## PROPOSAL PRICING AND DOCUMENTS

Please provide proposed fees for the following in percentage or dollar amounts:

Pre-collect letters-each.....\$\_\_\_\_\_

Fee Rate for delinquent utility bills collected.....%

Fee Rate for collection of litigated accounts.....%

Please list any other pricing information:

Please attach the following documentation:

Copy of your W-9 form

Names and phone numbers of Officers within your organization

Copy of your pre-collect letter

Copy of a monthly collection report for one of your clients. (names not necessary)

Copy of a yearly statistical report for same client.

3 references from current clients.